



Learn
Publisher Network Content Listing
May 2017



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Ask us about other publishers and learning content that may be in the pipeline!

APEX Education

<http://apexeducation.edu.au/>

Purchase direct from InfoTrain

APEX Education is a leading learning institution and content creation & licensing firm registered in Australia. APEX is a global pioneer in anytime, anywhere learning, an exciting development in self-paced, distance education.

APEX courses range from basic office management skills; more complex finance, tax and accounting subjects; and courses that help professionals achieve their continuing professional development requirements.

APEX courses are developed using a proprietary, world-class APEX Excellence Framework™ and delivered through an anytime, anywhere learning platform. APEX also develops and licenses accredited vocational and higher education resources for the finance industry in Australia.

FNS40215 Certificate IV in Bookkeeping
 FNS40615 Certificate IV in Accounting
 FNS50615 Diploma of Financial Planning

FNS Courses / Unit Resources
BSBFIA401 Prepare financial reports
BSBITU202 Create and use spreadsheets
BSBITU304 Produce spreadsheets
BSBITU306 Design and produce business documents
BSBITU402 Develop and use complex spreadsheets
BSBWRT301 Write simple documents
FNSACC301 Process financial transactions and extract interim reports
FNSACC302 Administer subsidiary accounts and ledgers
FNSACC401 Process business tax requirements
FNSACC402 Prepare operational budgets
FNSACC403 Make decisions in a legal context
FNSACC404 Prepare financial statements for non reporting entities
FNSACC406 Set up and operate a computerised accounting system
FNSASIC301 Establish client relationship and analyse needs
FNSASIC302 Develop, present and negotiate client solutions
FNSASICT503 Provide advice in Managed Investments
FNSASICU503 Provide advice in Superannuation

FNS Courses / Unit Resources
FNSASICW503 Provide advice in Securities
FNSASICX503 Provide advice in Life Insurance
FNSASICZ503 Provide advice in Financial Planning
FNSBKG401 Develop and implement policies and procedures relevant to bookkeeping activities
FNSBKG402 Establish and maintain a cash accounting system
FNSBKG403 Establish and maintain an accrual accounting system
FNSBKG404 Carry out business activity and instalment activity statement tasks
FNSBKG405 Establish and maintain a payroll system
FNSCUS505 Determine client requirements and expectations
FNSCUS506 Record and implement client instructions
FNSFMK502 Analyse financial market products for client
FNSFMK503 Advise clients on financial risk
FNSFPL501 Comply with financial planning practice ethical and operational guidelines and
FNSFPL502 Conduct financial planning analysis and research
FNSFPL503 Develop and prepare financial plan
FNSFPL504 Implement financial plan
FNSFPL505 Review financial plans and provide ongoing service
FNSFPL506 Determine client financial requirements and expectations
FNSIAD501 Provide appropriate services, advice and products to clients
FNSINC401 Apply principles of professional practice to work in the financial services industry
FNSINC501 Conduct product research to support recommendations

Non-Accredited Course Resources

Budgeting and Forecasting

Business Documents

Financial Planning Advice

Risk Protection Advice

Superannuation & Retirement Planning Advice

Investment Planning Advice

Legal Systems and Compliance

MYOB Accounting and Bookkeeping Essentials

MYOB Business Taxation

MYOB Financial Reporting

MYOB Payroll

Spreadsheets for Beginners

Spreadsheets for Business

Work in Financial Services

XERO Accounting and Bookkeeping Essentials

Aspire Learning Resources

<https://aspirelr.com.au>

Purchase direct from InfoTrain

Aspire Learning Resources is a not-for-profit company specialising in developing and publishing competency-based training and assessment resources for VET (Vocational Education and Training). Our resources are market leading, quality assured, written by experts and very easy to use.

BSB Units
BSBADM101 Use business equipment and resources
BSBADM307 Organise schedules
BSBADM311 Maintain business resources
BSBADM405 Organise meetings
BSBADM406 Organise business travel
BSBADM409 Coordinate business resources
BSBADM502 Manage meetings
BSBADM504 Plan and implement administrative systems
BSBADM506 Manage business document design and development
BSBCMM101 Apply basic communication skills
BSBCMM201 Communicate in the workplace
BSBCMM301 Process customer complaints
BSBCMM401 Make a presentation
BSBCUS201 Deliver a service to customers
BSBCUS301 Deliver and monitor a service to customers
BSBCUS401 Coordinate implementation of customer service strategies
BSBCUS402 Address customer needs
BSBCUS403 Implement customer service standards
BSBCUS501 Manage quality customer service
BSBDIV301 Work effectively with diversity
BSBDIV501 Manage diversity in the workplace
BSBFIA301 Maintain financial records
BSBFIA302 Process payroll
BSBFIA303 Process accounts payable and receivable

BSB Units
BSBFIA401 Prepare financial reports
BSBFIA402 Report on financial activity
BSBFIM501 Manage budgets and financial plans
BSBFIM502 Manage payroll
BSBFIM601 Manage finances
BSBHRM405 Support the recruitment, selection and induction of staff
BSBHRM506 Manage recruitment, selection and induction processes
BSBHRM512 Develop and manage performance management processes
BSBHRM513 Manage workforce planning
BSBHRM602 Manage human resource strategic planning
BSBIND201 Work effectively in a business environment
BSBINM201 Process and maintain workplace information
BSBINM202 Handle mail
BSBINM301 Organise workplace information
BSBINM302 Utilise a knowledge management system
BSBINM401 Implement workplace information system
BSBINM501 Manage an information or knowledge management system
BSBINM601 Manage knowledge and information
BSBINN201 Contribute to workplace innovation
BSBINN301 Promote innovation in a team environment
BSBINN601 Lead and manage organisational change
BSBITU101 Operate a personal computer (Microsoft Office 2013)
BSBITU102 Develop keyboard skills (Microsoft Office 2013)
BSBITU201 Produce simple word processed documents (Microsoft Office 2013)
BSBITU202 Create and use spreadsheets (Microsoft Office 2013)
BSBITU203 Communicate electronically (Microsoft Office 2013)
BSBITU302 Create electronic presentations (Microsoft Office 2013)
BSBITU303 Design and produce text documents (Microsoft Office 2013)
BSBITU304 Produce spreadsheets (Microsoft Office 2013)
BSBITU305 Conduct online transactions (Microsoft Office 2013)
BSBITU306 Design and produce business documents (Microsoft Office 2013)

BSB Units
BSBITU307 Develop keyboarding speed and accuracy (Microsoft Office 2013)
BSBLDR401 Communicate effectively as a workplace leader
BSBLDR402 Lead effective workplace relationships
BSBLDR403 Lead team effectiveness
BSBLDR404 Lead a diverse workforce
BSBLDR501 Develop and use emotional intelligence
BSBLDR502 Lead and manage effective workplace relationships
BSBLED101 Plan skills development
BSBLED401 Develop teams and individuals
BSBLED501 Develop a workplace learning environment
BSBMGT401 Show leadership in the workplace
BSBMGT402 Implement operational plan
BSBMGT403 Implement continuous improvement
BSBMGT502 Manage people performance
BSBMGT516 Facilitate continuous improvement
BSBMGT517 Manage operational plan
BSBMGT605 Provide leadership across the organisation
BSBMGT608 Manage innovation and continuous improvement
BSBMGT615 Contribute to organisation development
BSBMGT616 Develop and implement strategic plans
BSBMGT617 Develop and implement a business plan
BSBMKG413 Promote products and services
BSBMKG414 Undertake marketing activities
BSBMKG609 Develop a marketing plan
BSBPMG522 Undertake project work
BSBPRO301 Recommend products and services
BSBPRO401 Develop product knowledge
BSBPUR301 Purchase goods and services
BSBREL401 Establish networks
BSBREL402 Build client relationships and business networks
BSBRES401 Analyse and present research information

BSB Units

BSBRISK401 Identify risk and apply risk management processes
BSBRISK501 Manage risk
BSBSLS407 Identify and plan sales prospects
BSBSLS408 Present, secure and support sales solutions
BSBSUS201 Participate in environmentally sustainable work practices
BSBSUS401 Implement and monitor environmentally sustainable work practices
BSBSUS501 Develop workplace policy and procedures for sustainability
BSBWHS201 Contribute to health and safety of self and others
BSBWHS302 Apply knowledge of WHS legislation in the workplace
BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWHS501 Ensure a safe workplace
BSBWOR202 Organise and complete daily work activities
BSBWOR203 Work effectively with others
BSBWOR204 Use business technology
BSBWOR301 Organise personal work priorities and development
BSBWOR404 Develop work priorities
BSBWOR501 Manage personal work priorities and professional development
BSBWOR502 Lead and manage team effectiveness
BSBWRT301 Write simple documents
BSBWRT401 Write complex documents

CHC Units

CHCADV001 Facilitate the interests and rights of clients
CHCADV002 Provide advocacy and representation services
CHCAGE001 Facilitate the empowerment of older people
CHCAGE002 Implement falls prevention strategies
CHCAGE003 Coordinate services to older people
CHCAGE004 Implement interventions with older people at risk
CHCAGE005 Provide support to people living with dementia
CHCAOD001 Work in an alcohol and other drugs context

CHC Units
CHCAOD004 Assess needs of clients with alcohol and/or other drugs issues
CHCAOD006 Provide interventions for people with alcohol and other drug issues
CHCAOD009 Develop and review individual treatment alcohol and other drug treatment plan
CHCCCS003 Increase the safety of individuals at risk of suicide
CHCCCS004 Assess co-existing needs
CHCCCS006 Facilitate individual service planning and delivery
CHCCCS007 Develop and implement service programs
CHCCCS008 Develop strategies to address unmet needs
CHCCCS009 Facilitate responsible behaviour
CHCCCS011 Meet personal support needs
CHCCCS014 Provide brief interventions
CHCCCS015 Provide individualised support
CHCCCS016 Respond to client needs
CHCCCS017 Provide loss and grief support
CHCCCS019 Recognise and respond to crisis situations
CHCCCS020 Respond effectively to behaviours of concern
CHCCCS023 Support independence and wellbeing
CHCCCS025 Support relationships with carers and families
CHCCDE003 Work within a community development framework
CHCCOM001 Provide first point of contact
CHCCOM002 Use communication to build relationships
CHCCOM003 Develop workplace communication strategies
CHCCOM005 Communicate and work in health or community services
CHCCSL001 Establish and confirm the counselling relationship
CHCCSL002 Apply specialist interpersonal and counselling interview skills
CHCCSL003 Facilitate the counselling relationship and process
CHCCSL004 Research and apply personality and development theories
CHCCSL005 Research and apply learning theories in counselling
CHCCSL006 Select and use counselling therapies
CHCCSL007 Support clients in decision-making processes
CHCCSM005 Develop, facilitate and review all aspects of case management

CHC Units
CHCDEV002 Analyse impacts of sociological factors on clients in community work and services
CHCDIS001 Contribute to ongoing skills development using a strengths-based approach
CHCDIS002 Follow established person-centred behaviour supports
CHCDIS003 Support community participation and social inclusion
CHCDIS004 Communicate using augmentative and alternative communication strategies
CHCDIS005 Develop and provide person-centred service responses
CHCDIS007 Facilitate the empowerment of people with disability
CHCDIS008 Facilitate community participation and social inclusion
CHCDIS009 Facilitate ongoing skills development using a person-centred approach
CHCDIS010 Provide person-centred services to people with disabilities with complex needs
CHCDIV001 Work with diverse people
CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCDIV003 Manage and promote diversity
CHCECE001 Develop cultural competence
CHCECE002 Ensure the health and safety of children
CHCECE003 Provide care for children
CHCECE004 Promote and provide healthy food and drinks
CHCECE005 Provide care for babies and toddlers
CHCECE006 Support behaviour of children and young people
CHCECE007 Develop positive and respectful relationships with children
CHCECE009 Use an approved learning framework to guide practice
CHCECE010 Support the holistic development of children in early childhood
CHCECE011 Provide experiences to support children's play and learning
CHCECE012 Support children to connect with their world
CHCECE013 Use information about children to inform practice
CHCECE016 Establish and maintain a safe and healthy environment for children
CHCECE017 Foster the holistic development and wellbeing of the child in early childhood
CHCECE018 Nurture creativity in children
CHCECE019 Facilitate compliance in an education and care service
CHCECE020 Establish and implement plans for developing cooperative behaviour

CHC Units
CHCECE021 Implement strategies for the inclusion of all children
CHCECE022 Promote children's agency
CHCECE023 Analyse information to inform learning
CHCECE024 Design and implement the curriculum to foster children's learning and development
CHCECE025 Embed sustainable practices in service operations
CHCECE026 Work in partnership with families to provide appropriate
CHCHCS001 Provide home and community support services
CHCINM002 Meet community information needs
CHCLAH001 Work effectively in the leisure and health industries
CHCLAH002 Contribute to leisure and health programming
CHCLAH003 Participate in the planning, implementation and monitoring of individual leisure and health programs
CHCLAH004 Participate in planning leisure and health programs for clients with complex needs
CHCLAH005 Incorporate lifespan development and sociological concepts into leisure and health programming
CHCLEG001 Work legally and ethically
CHCLEG003 Manage legal and ethical compliance
CHCMGT003 Lead the work team
CHCMGT005 Facilitate workplace debriefing and support processes
CHCMHS001 Work with people with mental health issues
CHCMHS002 Establish self-directed recovery relationships
CHCMHS003 Provide recovery oriented mental health services
CHCMHS004 Work collaboratively with the care network and other services
CHCMHS005 Provide services to people with coexisting mental health and alcohol and other drugs issues
CHCMHS007 Work effectively in trauma informed care
CHCMHS008 Promote and facilitate self advocacy
CHCMHS011 Assess and promote social, emotional and physical wellbeing
CHCPAL001 Deliver care services using a palliative approach
CHCPAL002 Plan for and provide care services using a palliative approach
CHCPOL002 Develop and implement policy

CHC Units

CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCPRP003	Reflect on and improve own professional practice
CHCPRT001	Identify and respond to children and young people at risk
CHCPRT003	Work collaboratively to maintain an environment safe for children and young people
CHCSAC001	Support children to participate in school age care
CHCSAC002	Develop and implement play and leisure experiences in school age care
CHCSAC003	Work collaboratively and respectfully with children in school age care
CHCSAC004	Support the holistic development of children in school age care
CHCSAC005	Foster the holistic development and wellbeing of the child in school age care

CPC Units

CPCCWHS1001	Prepare to work safely in the construction industry
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FSK Units

FSKLRG04	Use basic strategies for work-related learning
FSKNUM03	Use whole numbers and money up to one thousand for work
FSKNUM04	Locate, compare and use highly familiar measurements for work
FSKOCM02	Engage in basic spoken exchanges at work
FSKRDG04	Read and respond to basic workplace information
FSKWTG03	Write basic workplace information
FSKDIG02	Use digital technology for simple workplace tasks
FSKLRG08	Use simple strategies for work-related learning
FSKNUM08	Identify and use whole numbers and simple fractions, decimals and percentages for
FSKNUM09	Identify, measure and estimate familiar quantities for work
FSKOCM03	Participate in simple spoken interactions at work
FSKRDG07	Read and respond to simple workplace information
FSKWTG06	Write simple workplace information
FSKDIG03	Use digital technology for routine workplace tasks
FSKLRG09	Use strategies to respond to routine workplace problems
FSKLRG11	Use routine strategies for work-related learning

Publisher Network Content Listing

FSKNUM14 Calculate with whole numbers and familiar fractions, decimals and percentages for work

FSKNUM15 Estimate, measure and calculate routine metric measurements for work

FSK Units

FSKOCM07 Interact effectively with others at work

FSKRDG10 Read and respond to routine workplace information

FSKWTG09 Write routine workplace texts

FSKDIG01 Use digital technology for basic workplace tasks

HLT Units

HLTAAP001 Recognise healthy body systems

HLTAAP002 Confirm physical health status

HLTHPS006 Assist clients with medication

HLTHPS007 Administer and monitor medication

HLTINF001 Comply with infection prevention and control policies and procedures

HLTWHS001 Participate in workplace health and safety

HLTWHS002 Follow safe work practices for direct client care

HLTWHS003 Maintain work health and safety

HLTWHS004 Manage work health and safety

HLTWHS006 Manage personal stressors in the work environment

SIT Units

SITHFAB005 Prepare and serve espresso coffee

Cengage / Pearson

<https://cengage.com.au/>

Cengage Learning Australia creates learning solutions that use technology, pedagogy and content to enrich student engagement.

Cengage publishes innovative textbooks, learning technologies and digital resources for a range of markets throughout Australia and New Zealand. With over 1,000 titles available in the RTO/VET area, Cengage deliver products and services to schools, universities, vocational institutions, libraries, government agencies, corporations, professionals and students.

<http://www.pearson.com.au>

Pearson Vocational teaching and learning resources offer the highest quality content to support a wide range of vocational disciplines. Many are written to specific competencies within Training Packages.

Used and trusted by TAFE institutions, Registered Training Organisations (RTOs) and thousands of learners across Australia for many years, Pearson vocational eTexts and assessment resources to get the job done.

Buy Direct from Publisher

Your organisation will need to access a Cengage / Pearson licence for use direct with Cengage – InfoTrain can assist in this process. Once the license has been finalised, the content can be setup and accessed via Learn LMS for your students.

Didasko Learning Resources

<http://www.didasko.com>

Purchase direct from InfoTrain

Didasko Learning Resources is a leading developer and supplier of world-class eLearning resources for the Vocational Education and Training industry. Specialising in the Hospitality sector and more recently partnering with Business and Aged Care collaborators, our comprehensive resources for training organisations, trainers and learners deliver superior learning outcomes and improved operational effectiveness.

BSB Units
BSBADM502 Manage meetings
BSBADM503 Plan and manage conferences
BSBADM504 Plan and Implement Administrative Systems
BSBADM506 Manage business document design and development
BSBCMM201 Communicate in the workplace
BSBDIV501 Manage diversity in the workplace
BSBFIM501 Manage budgets and financial plans
BSBFIM601 Manage finances
BSBHRM604 Manage employee relations
BSBINM501 Manage an Information or Knowledge Management System
BSBLDR501 Develop and use emotional intelligence
BSBLDR502 Lead and manage effective workplace relationships
BSBMGT502 Manage people performance
BSBMGT517 Manage operational plan
BSBMGT617 Develop and implement a business plan
BSBMGT619 Identify and implement business innovation
BSBMKG501 Identify and evaluate marketing opportunities
BSBMKG502 Establish and adjust the marketing mix
BSBMKG506 Plan market research
BSBMKG507 Interpret market trends and developments
BSBMKG510 Plan e-Marketing Communications
BSBMKG514 Implement and monitor marketing activities
BSBMKG516 Profile international markets
BSBMKG523 Design and develop an integrated marketing communication plan

BSB Units

BSBMKG527 Plan social media engagement

BSBPMG522 Undertake project work

BSBR501 Manage risk

BSBSUS201 Participate in environmentally sustainable work practices

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWOR203 Work effectively with others

BSBWOR501 Manage personal work priorities and professional development

BSBWOR502 Lead and manage team effectiveness

CHC Units

A day in the life of a Home & Community Care worker

A day in the life of an Aged Care worker

CHCADV001 Facilitate the interests and rights of clients

CHCAGE001 Facilitate the empowerment of older people

CHCAGE003 Coordinate services for older people

CHCAGE004 Implement interventions with older people at risk

CHCAGE005 Provide support to people living with dementia

CHCCCS006 Facilitate individual service planning and delivery

CHCCCS011 Meet personal support needs

CHCCCS015 Provide individualised support

CHCCCS017 Provide loss and grief support

CHCCCS023 Support independence and wellbeing

CHCCCS025 Support relationships with carers and families

CHCCOM005 Communicate and work in health or community services

CHCDIS001 Contribute to ongoing skills development using a strengths-based approach

CHCDIS002 Follow established person-centred behaviour supports

CHCDIS003 Support community participation and social inclusion

CHCDIS007 Facilitate the empowerment of people with a disability

CHCDIV001 Work with diverse people

CHCHCS001 Provide home and community support services

CHC Units

CHCLEG001 Work legally and ethically

CHCLEG003 Manage legal and ethical compliance

CHCPAL001 Deliver care services using a palliative approach

CHCPRP001 Develop and maintain networks and collaborative partnerships

HLT Units

HLTAAP001 Recognise healthy body systems

HLTAID003 Provide first aid

HLTHPS006 Assist clients with medication

HLTINF001 Comply with infection prevention and control policies and procedures

HLTWHS002 Follow safe work practices for direct client care

SIT Units

SITEEVT001 Source and use information on the events industry

SITHCCC001 Use food preparation equipment

SITHCCC002 Prepare and present simple dishes

SITHCCC003 Prepare and present sandwiches

SITHCCC004 Package prepared foodstuffs

SITHCCC005 Prepare dishes using basic methods of cookery

SITHCCC006 Prepare appetisers and salads

SITHCCC007 Prepare stocks, sauces and soups

SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes

SITHCCC011 Use cookery skills effectively

SITHCCC012 Prepare poultry dishes

SITHCCC013 Prepare seafood dishes

SITHCCC014 Prepare meat dishes

SITHCCC015 Produce and serve food for buffets

SITHCCC017 Handle and serve cheese

SITHCCC018 Prepare food to meet special dietary requirements

SITHCCC019 Produce cakes, pastries and breads

SITHCCC020 Work effectively as a cook

SIT Units
SITHFAB001 Clean and tidy bar areas
SITHFAB002 Provide responsible service of alcohol
SITHFAB003 Operate a bar
SITHFAB004 Prepare and serve non-alcoholic beverages
SITHFAB005 Prepare and serve espresso coffee
SITHFAB007 Serve food and beverage
SITHFAB010 Prepare and serve cocktails
SITHFAB011 Provide advice on beers, spirits and liqueurs
SITHFAB014 Provide table service of food and beverage
SITHFAB016 Provide advice on food
SITHIND001 Use hygienic practices for hospitality service
SITHIND002 Source and use information on the hospitality industry
SITHIND003 Use hospitality skills effectively
SITHIND004 Work effectively in hospitality service
SITHKOP001 Clean kitchen premises and equipment
SITHKOP002 Plan and cost basic menus
SITHKOP004 Develop menus for special dietary requirements
SITHKOP005 Coordinate cooking operations
SITHPAT001 Produce cakes
SITHPAT002 Produce gateaux, torten and cakes
SITHPAT003 Produce pastries
SITHPAT004 Produce yeast-based bakery products
SITHPAT005 Produce petits fours
SITHPAT006 Produce desserts
SITHPAT007 Prepare and model marzipan
SITHPAT008 Produce chocolate confectionery
SITHPAT009 Model sugar-based decorations
SITHPAT010 Design and produce sweet buffet showpieces
SITXCCS001 Provide customer information and assistance
SITXCCS003 Interact with customers
SITXCCS006 Provide service to customers

SIT Units
SITXCCS007 Enhance the customer service experiences
SITXCCS008 Develop and manage quality customer service
SITXCOM002 Show social and cultural sensitivity
SITXCOM005 Manage conflict
SITXFIN001 Process financial transactions
SITXFIN002 Interpret financial information
SITXFIN003 Manage finances within a budget
SITXFIN004 Prepare and monitor budgets
SITXFIN005 Manage physical assets
SITXFSA001 Use hygienic practices for food safety
SITXFSA002 Participate in safe food handling practices
SITXFSA003 Transport and store food
SITXFSA004 Develop and implement a food safety program
SITXGLC001 Research and comply with regulatory requirements
SITXHRM001 Coach others in job skills
SITXHRM002 Roster staff
SITXHRM003 Lead and manage people
SITXHRM004 Recruit, select and induct staff
SITXHRM006 Monitor staff performance
SITXINV001 Receive and store stock
SITXINV002 Maintain the quality of perishable items
SITXINV003 Purchase goods
SITXINV004 Control stock
SITXMGT001 Monitor work operations
SITXMGT002 Establish and conduct business relationships
SITXMGT003 Manage projects
SITXMPR007 Develop and implement marketing strategies
SITXWHS001 Participate in safe work practices
SITXWHS002 Identify hazards, assess and control safety risks
SITXWHS003 Implement and monitor work health and safety practices
SITXWHS004 Establish and maintain a work health and safety system

e3learning

<https://www.e3learning.com.au/content/store>

Purchase direct from InfoTrain

With compliance and training being fundamental to the success of all organisations, e3Learning provides the learning content that builds that confidence in your business.

A range of e3learning compliance and clinical care courses are available via the Learn LMS platform.

Category	Topics
Clinical Course Library	Suite of courses available for the following topic categories: <ul style="list-style-type: none"> • Breastfeeding • Dementia care • First Aid • Flexible Endoscopes & Ultrasound Probes • Health & Aged Care • Infection Control • Medication Management • Midwifery • Nursing
Competition and Consumer Law	Competition and Consumer Law: An Introduction
	Dealing with Consumers Part 1
	Dealing with Consumers Part 2
	Dealing with Other Businesses
Emergency Procedures	Warden Training
	Workplace Emergency Response - General Occupant Training
Financial Services	Anti-Money Laundering
Hazards	Driver Safety
	Manual Tasks for Workers
	Safe Manual Handling
	Working at Heights

e3learning

Category	Topics
Hazard Guides	Biological Hazards Hazard Guide
	Confined Spaces Hazard Guide
	Electrical Risks Hazard Guide
	Excavations Hazard Guide
	Hand Operated Power Tools Hazard Guide
	Hazardous Chemicals and Dangerous Goods Hazard Guide
	Manual Handling Hazard Guide
	Minimising Risk Using Personal Protective Equipment Hazard Guide
	Noise Hazard Guide
	Slips and Trips Hazard Guide
	Underground Utilities Hazard Guide
	Working at Heights Hazard Guide
Inductions	Contractor Induction
	Health Services Induction
Privacy & Fraud Awareness	Fraud and Corruption Awareness and Prevention
	National Information Privacy Awareness
Work Health & Safety	Occupational Health & Safety Fundamentals (Victoria)
	Alcohol and Other Drugs in the Workplace
	Armed Robbery Safety Awareness
	Confined Space Training
	Duty of Care for Managers and Supervisors
	Duty of Care for Victorian Employees
	Duty of Care for Victorian Managers and Supervisors
	Duty of Care for Workers
	Hazardous Chemicals for Managers and Supervisors
	Incident Investigation
	Injury Management for Managers and Supervisors
	Injury Management for Workers
	Managing and Controlling Asbestos in the Workplace

e3learning

Category	Topics
Work Health & Safety	Manual Handling
	Office Ergonomics
	Risk Management for Managers and Supervisors
	Risk Management for Workers
	Work Health and Safety Fundamentals
	Work Health and Safety Harmonisation
	Working Safely with Hazardous Chemicals in the Workplace
Workplace Relations	Bullying and Harassment for Employees
	Bullying and Harassment for Managers and Supervisors
	Conflict Resolution
	Electronic Communications and Social Media in the Workplace
	Equal Employment Opportunity for Employees
	Equal Employment Opportunity for Managers and Supervisors
	Identifying Poor Performance, Misconduct and Absenteeism
	Managing Stress

Other non-accredited topics may also be available. Please refer to the full e3learning catalogue for further information:

<https://www.e3learning.com.au/content/store>

Eduworks Resources

www.eduworks.com.au

Purchase direct from InfoTrain

Eduworks Resources provides high-quality practical resources that maximise student outcomes and meet training package requirements.

Eduworks Resources is a small team of experts who are committed to providing your RTO with the highest quality assessment and learning resources.

We believe all VET graduates should be equipped with industry-relevant skills and knowledge and be ready to enter the workforce or progress their career with newfound confidence.

To achieve this goal, your resources need to engage your students in the learning and assessment process. Our content is pitched at the right level and our assessments are valid, without being overwhelming for students.

We also understand that clear instructions and tools are needed for your assessors so they can use resources effectively and confidently. Our resources provide detailed instructions to assessors that include benchmark answers to all tasks.

We are committed to continuous improvement, both for our own business and for our clients.

We are always looking for better ways to do things so we can deliver great results for our clients, and we believe the best RTOs strive to do the same. We allow you to customise, print and adapt our resources as per the outcomes of your industry consultation, moderation and validation, feedback and other continuous improvement processes. We specialise in implementing RTO compliance management processes.

We provide mapping documents for all our assessment materials, which clearly show how each task relates to unit requirements. This way you can be confident that you have evidence of compliance at an audit.

Eduworks resources online resources can be purchased direct from InfoTrain for Learn LMS. Review the eduworks catalogue for further information on all available courses and units:

<http://eduworks.com.au/training-packages>

Everyday Learning

www.everydaylearning.com.au

Purchase direct from InfoTrain

Everyday Learning provides a range of first aid training material that is accurate, up to date, easy to use and mapped against current first aid units of competency. This includes providing extensive first aid training resources for trainers, registered training organisations and people from all walks of life.

Online resources include the 'theory' components for the first aid units, with resources for the face-to-face practical components, including assessments, available for purchase from Everyday Learning direct.

Nationally recognised units of competency

Units
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID002 Provide basic emergency life support
HLTAID003 Provide first aid

IBSA

<http://www.ibsa.org.au>

Purchase direct from InfoTrain

Innovation & Business Skills Australia

IBSA offers an extensive range of Vocational Education and Training (VET) resources, including student resources, facilitator and assessment guides, and e-Learning resources for the BSB Business Services and TAE Training and Education Training Packages.

Resources include an extensive range of support materials include assessment task mapping, templates, engaging and entertaining videos – everything an RTO will need to customise training for their students.

Nationally recognised units of competency

Units
BSBADM307 Organise schedules
BSBADM311 Maintain business resources
BSBADM405 Organise meetings
BSBADM406 Organise business travel
BSBADM407 Administer projects
BSBADM502 Manage meetings
BSBADM503 Plan and manage conferences
BSBADM504 Plan and implement administrative systems
BSBADM506 Manage business document design and
BSBADV507 Develop a media plan
BSBADV509 Create mass print media advertisements
BSBCMM201 Communicate in the workplace
BSBCMM301 Process customer complaints
BSBCMM401 Make a presentation
BSBCRT401 Articulate, present and debate ideas
BSBCRT501 Originate and develop concepts
BSBCUS201 Deliver a service to customers
BSBCUS301 Deliver and monitor a service to customers
BSBCUS401 Coordinate implementation of customer service strategies
BSBCUS402 Address customer needs

IBSA

Nationally recognised units of competency

Units	
BSBCUS403	Implement customer service standards
BSBCUS501	Manage quality customer service
BSBDIV301	Work effectively with diversity
BSBFIA301	Maintain financial records
BSBFIA302	Process payroll
BSBFIA303	Process accounts payable and receivable
BSBFIA401	Prepare financial reports
BSBFIA402	Report on financial activity
BSBFIM501	Manage budgets and financial plans
BSBFIM502	Manage payroll
BSBFLM303	Contribute to effective workplace relationships
BSBHRM403	Support performance management process
BSBHRM404	Review human resource functions
BSBHRM405	Support the recruitment, selection and
BSBHRM501	Manage human resource services
BSBHRM506	Manage recruitment selection and induction processes
BSBHRM512	Develop and manage performance-
BSBHRM513	Manage workforce planning
BSBIND201	Work effectively in a business environment
BSBINM201	Process and maintain workplace information
BSBINM301	Organise workplace information
BSBINM401	Implement workplace information system
BSBINN201	Contribute to workplace innovation
BSBINN301	Promote innovation in a team environment
BSBINN502	Build and sustain an innovative work
BSBINT401	Research international business opportunities
BSBITS401	Maintain business technology
BSBITU304A	Produce spreadsheets

IBSA

Nationally recognised units of competency

Units	
BSBITU306A	Design and produce business documents
BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBLDR501	Develop and use emotional intelligence
BSBLDR502	Lead and manage effective workplace
BSBLED401	Develop teams and individuals
BSBLED502	Manage programs that promote personal
BSBMGT401	Show leadership in the workplace
BSBMGT402	Implement operational plan
BSBMGT403	Implement continuous improvement
BSBMGT407	Apply digital solutions to work processes
BSBMGT502	Manage people performance
BSBMGT516	Facilitate continuous improvement
BSBMGT517	Manage operational plan
BSBMKG413	Promote products and services
BSBMKG417	Apply marketing communication across a
BSBMKG418	Develop and apply knowledge of marketing communication industry
BSBMKG501	Identify and evaluate marketing opportunities
BSBMKG502	Establish and adjust the marketing mix
BSBMKG515	Conduct a marketing audit
BSBMKG523	Design and develop an integrated marketing communication plan
BSBREL401	Establish networks
BSBRES401	Analyse and present research information
BSBRSK401	Identify risk and apply risk management
BSBRSK501	Manage risk
BSBSMB401	Establish and comply with legal and risk
BSBSMB402	Plan small business finances
BSBSMB403	Market the small business
BSBSMB404	Undertake small business planning

IBSA

Nationally recognised units of competency

Units
BSBSMB406 Manage small business finances
BSBSMB413 Design a digital strategy for small business
BSBSMB415 Refine and strengthen a small business
BSBSUS201 Participate in environmentally sustainable work practices
BSBSUS401 Implement and monitor environmentally
BSBSUS501 Develop workplace policy and procedures for sustainability
BSBWHS201 Contribute to health and safety of self and
BSBWHS302 Apply knowledge of WHS legislation in the
BSBWHS401 Implement and monitor WHS policies,
BSBWHS402 Assist with compliance with WHS laws
BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation
BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control
BSBWHS405 Contribute to implementing and maintaining WHS management systems
BSBWHS406 Assist with responding to incidents
BSBWHS501 Ensure a safe workplace
BSBWOR202 Organise and complete daily work activities
BSBWOR203 Work effectively with others
BSBWOR204 Use business technology
BSBWOR301 Organise personal work priorities and
BSBWOR404 Develop work priorities
BSBWOR501 Manage personal work priorities and
BSBWOR502 Lead and manage team effectiveness
BSBWRK411 Support employee and industrial relations
BSBWRK510 Manage employee relations
BSBWRT301 Write simple documents
BSBWRT401 Write complex documents
TAEASS301 Contribute to assessment
TAEASS401 Plan assessment activities and processes
TAEASS402 Assess competence
TAEASS403 Participate in assessment validation

IBSA

Nationally recognised units of competency

Units	
TAEASS502	Design and develop assessment tools
TAEDEL301	Provide work skill instruction
TAEDEL401	Plan, organise and deliver group-based learning
TAEDEL402	Plan, organise and facilitate learning in the workplace
TAEDEL403	Coordinate and facilitate distance-based
TAEDEL404	Mentor in the workplace
TAEDES401	Design and develop learning programs
TAEDES402	Use training packages and accredited courses to meet client needs
TAELLN411	Address adult language, literacy and numeracy skills

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Nationally recognised units of competency

Units
BSBADM502 Manage meetings
BSBADM503 Plan and manage conferences
BSBADM504 Plan and implement administrative systems
BSBADM506 Manage business document design and development
BSBCUS501 Manage quality customer service
BSBFIM501 Manage budgets and financial plans
BSBHRM501 Manage human resources services
BSBHRM506 Manage recruitment, selection and induction processes
BSBINN502 Build and sustain an innovative work environment
BSBLDR501 Develop and use emotional intelligence
BSBLDR502 Lead and manage effective workplace relationships
BSBLDR503 Communicate with influence
BSBLDR504 Implement diversity in the workplace
BSBMGT403 Implement continuous improvement
BSBMGT502 Manage people performance
BSBMGT517 Manage operational plan
BSBMKG501 Identify and evaluate marketing opportunities
BSBPMG522 Undertake project work
BSBSLS501 Develop a sales plan
BSBWOR501 Manage personal work priorities and professional development

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Nationally recognised units of competency

Units

BSBWOR502 Lead and manage team effectiveness

Non-accredited topics

Topics

Leadership: How to set yourself up for success

Leadership: How to balance your leadership style

Leadership: How to commit to self-discovery

Leadership: How to lead engagement

Leadership: How to succeed through direction

Leadership: How to create their 'walk in the door' moments

Leadership: How to lead across generations

Leadership: How to make the best learning environment choices

Leadership: How to understand your brand

Leadership: Off the leash

Culture: In the mix

Culture: How to seek and retain a culturally aligned workforce

Culture: How to support team culture

Culture: How to motivate your team

Culture: How to build collaborative and focused teams

Culture: How to be great coach

Culture: How to manage team conflict

Culture: How to make team decisions

Culture: How to communicate effectively

Customer: How to build a customer service strategy

Customer: How to map out the customer journey

Customer: How to understand customer needs

Customer: How to manage customer feedback

Customer: How to develop customer centric metrics

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Non-accredited topics

Topics
Customer: At your service
Customer: How to build customer loyalty

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BSB Project Management Units
BSBPMG521 Manage project integration
BSBPMG516 Manage project information and communication
BSBPMG519 Manage project stakeholder engagement
BSBPMG517 Manage project risk
BSBPMG511 Manage project scope
BSBPMG512 Manage project time
BSBPMG514 Manage project cost
BSBPMG513 Manage project quality
BSBPMG515 Manage project human resources

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